

Attorney's Docket No. 062403.P002

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:

Howard M. Lee

Application No.: Not Yet Assigned

Filed: November 25, 2003

For: AUDIO/VIDEO SERVICE
QUALITY ANALYSIS OF
CUSTOMER/AGENT
INTERACTION

Examiner: Not Yet Assigned

Art Unit: Not Yet Assigned

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
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Nov. 25, 2003
Date

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Respectfully submitted,

PELOQUIN, PLLC

Dated: 11/25, 2003

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Sheet	1
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Complete if Known

Application Number	Not Yet Assigned
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November 25, 2003

First Named Inventor	Howard M. Lee
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Howard M. Lee

Art Unit	Not Yet Assigned
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Not Yet Assigned

Examiner Name	Not Yet Assigned
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Attorney Docket Number	062403.P002
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062403.P002

U. S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)	MM-DD-YYYY			
		WO 03/009175 A1	01-30-2003	NICE SYSTEMS		
		WO 03/021927 A2	09-05-2002	GOLDENBERG		

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